Treasury Management

progressive web app (PWA)

After many months of behind-the-scenes work, we're excited to announce that in 2024 our JHA Treasury Management™ mobile experience will be getting a much-needed upgrade. We recognize that transitions like this can be difficult, and often bring about new challenges for you and your clients. We promise that we'll do everything we can to make this upcoming change as seamless as possible, and work with you to resolve issues and provide guidance.

We've answered some of the most frequently asked questions here to get you started:

frequently asked questions

why are you transitioning to a new app?

We've been planning to elevate Treasury Management's mobile application for a while now, for a variety of reasons. First and foremost, we want to provide the best possible experience for your users! With this upgrade we'll be providing a host of upgraded functionality, including responsive design characteristics, a fresh look and feel that better aligns with Jack Henry's other digital products, a more efficient development process (which means faster releases of new features and fixes), and more.

why have you decided to build a progressive web app (PWA) rather than a native app?

Progressive web apps have many advantages over native apps, especially for the specific Treasury Management user base who are primarily using the desktop channel for their day-to-day tasks, and the mobile channel as a convenient complementary solution when they're out of office. As mentioned above, the development process for PWAs is significantly faster. This is because PWAs are essentially websites that perform like downloadable apps, meaning you get the best of both worlds: the speed and flexibility of web development, and the streamlined look and feel of an app. Once changes are made to the application they become available on all platforms at the same time, creating instant consistency and eliminating the need to constantly republish native apps and go through the various approval processes needed to make updates available. With a PWA, the question of "Do I have the most recent version downloaded?" is a thing of the past.

will the new app have all the same functionality as the existing one?

When our new app launches it will have all of the same features as the existing mobile app, including the following:

- Accounts and Transaction History

- Free-form Transfers & Transfers from Templates

- ACH and Wire Payments from Templates

- Approvals for ACH, Wires, Users, Transfers, Loan Payments

- Notifications for ACH, Wires, Users, Transfers, Loan Payments

- Positive Pay Decisioning

- Remote Deposit

- Business Bill Pay

- All Accounts View

- Advanced Filtering

- A New Check Positive Pay Workflow

- Return Reason & Correction Requests

Additional features will be added following the initial release to create greater consistency with Treasury's desktop application and beyond. This will include dashboard customization features such as the ability to group accounts and manage widgets.

when will the new app be available?

We are currently beta testing the new application, and will continue with final preparations and testing through Q1 of 2024. We are targeting the app for general availability in early Q2. Between our release date and October 15 both the new app and the existing app will be available, allowing you a window of time to explore and learn the new app before making the full transition. During this time you can try it out internally, promote it to a select group of companies, and iron out any issues before launching. More information is on the way that will help you with all the necessary migration tasks, ensuring that you and your customers are prepared for this awesome new experience!

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how can we trust that the new app experience will be an improvement?

We know that it's not easy to usher your clients through big changes like this. That's why we've been hard at work making sure that this new app will meet—and hopefully exceed—both your expectations and theirs. Throughout the year we've been working with beta banks to test and refine the new experience. Here's what they have to say:

"The PWA testing process has been a great ongoing collaborative effort between Jack Henry and Chain Bridge Bank, N.A. The app itself is coming along nicely, with it doing a great job in mirroring and improving over the current app.

As clients, we get a chance to interact directly with the testing team and developers on a bi-weekly basis. They're very receptive to our feedback and requests, accommodating where they can or taking our ideas to their drawing board to see how they can be implemented.

Jack Henry's commitment to improving the user experience shines through in their dedication to the project. We couldn't be happier with the way the app is coming along, and look forward to a continued partnership with Jack Henry."

Chain Bridge Bank, N.A.
Virginia

"INTRUST has been excited to work with the Jack Henry team on development of the Progressive Web Application (PWA) for the Treasury Management platform. Providing our customers a seamless and consistent online banking experience, across their device of choice, is critical to competing for treasury management business. The Treasury Management PWA development efforts have resulted in an excellent mobile experience. The user interface is intuitive and easy to navigate and will provide end users with a robust set of features allowing them to perform almost any function regardless of the device they are using.

The Jack Henry team has been great to work with, the testing process was well organized and allowed for a very interactive process. They were very receptive to input from INTRUST, including working closely with us on design, and improvements, for the Positive Pay workflow.

We always appreciate the opportunity to partner with Jack Henry on the continued development of the Treasury Management platform."

INTRUST Bank
Kansas

how will our users download the new app?

Unlike native apps, PWAs must be "bookmarked" through your users' mobile browser and added to their home screen, at which point they can be organized and used the same way a native app is. If you're worried about this process being difficult for your users, don't be! It's a painless operation, and we're here to provide guidance as needed.

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what does the new app look like?

As we mentioned previously, the new app uses Jack Henry's digital design system, meaning it looks and feels much more closely aligned with our other digital products than the existing app. It's modern and clean, and we think you'll like it a lot! Here's a taste of what's to come:
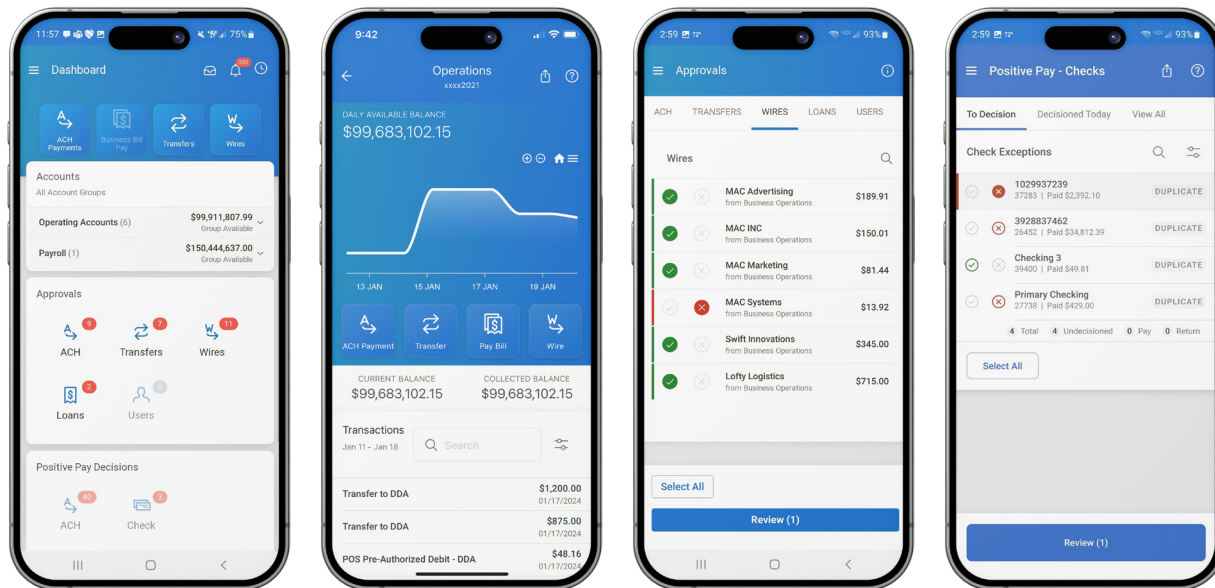
we're here for you every step of the way

We hope that you're as excited about this new journey as we are. If you have any additional questions or concerns, please reach out—we're happy to help in whatever way we can. As always, thank you for trusting us to serve you and your clients!

a better experience is right around the corner

Let's talk about this together. digitalexperience@jackhenry.com

For more information about Jack Henry, visit jackhenry.com.